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AUTHOR Mascio, Joseph W.; O'Connor, Patrick J.  
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ABSTRACT  
The general purpose of the occupational analysis is to provide workable, basic information dealing with the many and varied duties performed in the terminal materials handling occupation. The document opens with a brief introduction followed by a job description. The bulk of the document is presented in table form. Five duties are broken down into a number of tasks and for each task a two-page table is presented, showing on the first page: tools, equipment, materials, objects acted upon; performance knowledge (related also to decisions, cues, and errors); safety--hazard; and on the second page: science; math--number systems; and communications (performance modes, examples, and skills and concepts). The duties are: supervising movement of materials; supervising dock work force; unloading inbound material; storing material; and loading material for reshipment and/or delivery. A glossary of freight terminal terms is appended. (BP)

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**Occupational Analysis**

CE 004201

# TERMINAL MATERIALS HANDLER

**Instructional Materials Laboratory  
Trade and Industrial Education  
The Ohio State University**

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EDUCATION & WELFARE  
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# **AN ANALYSIS OF THE TERMINAL MATERIALS HANDLING OCCUPATION**

**Developed By**

**Joseph W. Mascio  
Distributive Education Teacher Coordinator  
Cuyahoga Falls High School  
Cuyahoga Falls, Ohio**

**Patrick J. O'Connor  
Distributive Education Graduate Assistant  
Bowling Green State University  
Bowling Green, Ohio**

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June 1, 1973 to December 30, 1974  
Director: Tom L. Hindes  
Coordinator: William L. Ashley**

**The Instructional Materials Laboratory  
Trade and Industrial Education  
The Ohio State University**

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## TABLE OF CONTENTS

Foreword .....	v
Preface .....	vii
Acknowledgement.....	ix
Job Description.....	xi
Duties	
I Supervising movement of all materials to and from the dock area .....	1
II Supervising dock work force in performing functions .....	31
III Unloading inbound material .....	39
IV Storing material .....	49
V Loading material for reshipment and/or delivery.....	55
Glossary .....	63

## **FOREWORD**

The occupational analysis project was conducted by The Instructional Materials Laboratory, Trade and Industrial Education, The Ohio State University in conjunction with the State Department of Education, Division of Vocational Education pursuant to a grant from the U.S. Office of Education.

The Occupational Analysis project was proposed and conducted to train vocational educators in the techniques of making a comprehensive occupational analysis. Instructors were selected from Agriculture, Business, Distributive, Home Economics and Trade and Industrial Education to gain experience in developing analysis documents for sixty-one different occupations. Representatives from Business, Industry, Medicine, and Education were involved with the vocational instructors in conducting the analysis process.

The project was conducted in three phases. Phase one involved the planning and development of the project strategies. The analysis process was based on sound principles of learning and behavior. Phase two was the identification, selection and orientation of all participants. The training and work-shop sessions constituted the third phase. Two-week workshops were held during which teams of vocational instructors conducted an analysis of the occupations in which they had employment experience. The instructors were assisted by both occupational consultants and subject matter specialists.

The project resulted in producing one hundred two trained vocational instructors capable of conducting and assisting in a comprehensive analysis of various occupations. Occupational analysis data were generated for sixty-one occupations. The analysis included a statement of the various tasks performed in each occupation. For each task the following items were identified: tools and equipment; procedural knowledge; safety knowledge; concepts and skills of mathematics, science and communication needed for successful performance in the occupation. The analysis data provided a basis for generating instructional materials, course outlines, student performance objectives, criterion measures, as well as identifying specific supporting skills and knowledge in the academic subject areas.

## **PREFACE**

The goal of this document was to describe the tasks required of a trained, educated materials handler within the larger scope of motor transportation. The participants attempted to explore the many behavioral and communications skills required for workers to effectively perform in this occupation. The job duties and tasks analyzed, range from the supervising functions to the actual physical loading and unloading of materials.

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Sue Holsinger	Typist
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## **JOB DESCRIPTION**

A freight terminal material handler on a dock operation handles movement of materials and supervises all performing functions to and from the dock area, including unloading and loading materials for reshipment and/or delivery.

10

xi

**DUTY I. SUPERVISING MOVEMENT OF ALL MATERIALS TO AND  
FROM THE DOCK AREA**

- A. Assign supervisory work force
- B. Assign labor force
- C. Route bills
- D. Prepare loading manifest
- E. Coordinate movement of trailers
- F. Trace lost shipments
- G. Handle grievances
- H. Insure security measures
- I. Enforce safety procedures
- J. Insure proper use of equipment
- K. Support management policy
- L. Approve loading of trailers
- M. Support governing body regulations
- N. Prepare daily reports

11

4

**TASK STATEMENT) I-A ASSIGN SUPERVISORY WORK FORCE**

<b>TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON</b>	<b>PERFORMANCE KNOWLEDGE</b>	<b>SAFETY – HAZARD</b>	<b>ERRORS</b>
Roster sheet Dock area Shift report	Assigns supervisor to work area Provide area supervisor with daily duties	Safety Walk only in designated areas Watch for passing forklift trucks  Hazards Collisions with towmotors or dockmen Falling freight	Damaged material Lack of production Idle time
			<b>CUES</b>  <b>DECISIONS</b> Determine number of people needed to perform work load Decide if any special equipment is required

**ASK STATEMENT) I. A ASSIGN SUPERVISORY WORK FORCE**

<b>SCIENCE</b>	<b>MATH – NUMBER SYSTEMS</b>	<b>COMMUNICATIONS</b>	
<p>Behavioral Human Relations—being able to get along with people Motivation—getting most out of work force Taci—saying the proper thing in the proper way at the proper time Distributes personnel with regard to experience and optimum work performance</p>	<p>Uses of Whole Numbers: (without calculation) Counting Coordinate system Coding [Company]</p>		
<b>PERFORMANCE MODES</b>	<b>EXAMPLES</b>	<b>SKILLS/CONCEPTS</b>	
<p>Speaking Writing</p>	<p>Oral instruction Written instruction</p>	<p>Terminology Memo Terminology</p>	

**TASK STATEMENT) I-B ASSIGN LABOR FORCE**

<b>TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON</b>	<b>PERFORMANCE KNOWLEDGE</b>	<b>SAFETY - HAZARD</b>	<b>DECISIONS</b>	<b>CUES</b>	<b>ERRORS</b>
Roster sheet Dock area Tonnage report	Assign work force to areas (zones) Fill out preliminary shift report	Safety Walk only in designated area Watch for passing towmotors  Hazards Collisions with towmotor. Jackmen Falling freight	Decide where to place labor force Determine how many workers for each respective jobs	Trailers to be loaded and unloaded Amount of material in storage Total number of men present	Damaged material Lack of production Idle time

**ASK STATEMENT) I-B ASSIGN LABOR FORCE**

**SCIENCE**

Behavioral  
Human relations  
Motivation  
**Aptitude**—assign best personnel to each job  
Tact  
Distribute personnel for best work performance

**MATH – NUMBER SYSTEMS**

Uses of Whole Numbers: (without calculation)  
Coding  
[company]

**COMMUNICATIONS**

**PERFORMANCE MODES**

Writing

**EXAMPLES**

Written instructions

**SKILLS/CONCEPTS**

Terminology  
Description

**TASK STATEMENT) I-C ROUTE BILLS**

<b>TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON</b>	<b>PERFORMANCE KNOWLEDGE</b>	<b>SAFETY - HAZARD</b>
<p>Route book Freight bills Marking pens or pencils Stamper with terminal identification Dock telephone</p>	<p>Identify destination Mark destination code on bill Stamp back of bill with terminal identification Alphabetize bill in folder Give folders to area supervisor Check route for dockman when there is no freight bill</p>	<p>Safety Proper ventilation Standard office precautions</p> <p>Hazards Drowsiness, nausea General injury</p>
		<p><b>ERRORS</b></p> <p>Wrong destination Misplaced freight bill Lost freight bill Misfiling Lost folder Illegibility</p> <p><b>CUES</b></p> <p>Ultimate destination</p> <p><b>DECISIONS</b></p> <p>Identify proper destination Selection of most direct route</p>

**ASK STATEMENT) I-C ROUTE BILLS**

<b>SCIENCE</b>	<b>MATH – NUMBER SYSTEMS</b>	<b>COMMUNICATIONS</b>
<p>Behavioral Aptitude</p> <p>Counting Coordinate system Indexing Coding [Company]</p>	<p>1. Use of Whole Numbers: (without calculation)</p>	<p><u>EXAMPLES</u></p> <p>Coding freight bills Checking routing</p> <p><u>PERFORMANCE MODES</u></p> <p>Writing Speaking</p> <p><u>SKILLS/CONCEPTS</u></p> <p>Terminology Description Classification Terminology Description</p>

**TASK STATEMENT) I-D PREPARE LOADING MANIFEST**

<b>TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON</b>	<b>PERFORMANCE KNOWLEDGE</b>	<b>SAFETY – HAZARD</b>
Manifest Clipboard Container for loaded bills Writing utensils	Complete manifest information Place on clipboard Place in proper dock area	Safety Visual observation of surroundings  Hazards Falling freight Towmotor injury Collisions with dockmen
		<b>ERRORS</b>  Misinformation Legibility Misplacement of manifest
	<b>DECISIONS</b>  Where to place manifest What information should be included	<b>CUES</b>  Trailer waiting to be loaded Loader ready to work

**ASK STATEMENT) I-D PREPARE LOADING MANIFEST**

<b>SCIENCE</b>	<b>MATH – NUMBER SYSTEMS</b>
	Uses of Whole Numbers: (without calculation) Coding [Company]
<b>COMMUNICATIONS</b>	
<b>PERFORMANCE MODES</b>	<b>EXAMPLES</b>
Writing	Record manifest Information
	<b>SKILLS/CONCEPTS</b>
	Classification Description Terminology Legibility

**[TASK STATEMENT] I-E COORDINATE MOVEMENT OF TRAILERS**

<b>TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON</b>	<b>PERFORMANCE KNOWLEDGE</b>	<b>SAFETY – HAZARD</b>	<b>CUES</b>	<b>DECISIONS</b>	<b>ERRORS</b>
Dispatcher board Dock sheet Telephone P.A. system	Determine empty dock space Request empty trailer Enter trailer moves Communicate with dispatcher regarding needs	Safety Proper use of communication devices Hazards Electrical shock	Type of material to be loaded Daily work load Deadlines to be met	When is trailer needed Type of trailer needed Where to put trailers	Wrong trailer for material Wrong trailer for destination Trailer sent to wrong dock area Misrecording information Company deadlines not met

**ASK STATEMENT) I-E COORDINATE MOVEMENT OF TRAILERS**

<b>SCIENCE</b>	<b>MATH – NUMBER SYSTEMS</b>	<b>COMMUNICATIONS</b>	<b>SKILLS/CONCEPTS</b>
<p>Behavioral Human relations Communications network</p>	<p>Uses of Whole Numbers; (without calculation) Coding—given a coding system, recognize and identify each unit involved by assigning necessary symbols, numerical or literal [Company]</p>		<p>Terminology Clarity of expression</p> <p>Classification Terminology Legibility</p>

**TASK STATEMENT) I-F TRACE LOST SHIPMENTS**

<b>TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON</b>	<b>PERFORMANCE KNOWLEDGE</b>	<b>SAFETY - HAZARD</b>	<b>DECISIONS</b>	<b>CUES</b>	<b>ERRORS</b>
<p>Freight bills Telephone O.S. &amp; D form Written communication Letters Bulletins Memos Teletype</p>	<p>Inspect material without freight bills Inspect inbound trailers from original point of shipment Communicate with final destination point Prepare tracing bulletins</p>	<p>Safety Walk only in designated areas Watch for towmotors Avoid collisions with dockmen Hazards Injury from falling freight Collisions with dockmen and towmotors</p>	<p>Where to look for lost freight Who to contact Type of communication to use</p>	<p>Unmarked freight Freight without bill</p>	<p>Delays in delivery Loss or revenue Payment of claims Misrecord information Overlook material</p>

**ASK STATEMENT) I-F TRACE LOST SHIPMENTS****SCIENCE**

**Behavioral**  
 Industriousness—willing to work  
 Perseverance—sticking with a job until done  
 Trouble shooter—solving problems of lost shipments  
 Observation  
 Communications networks

**MATH — NUMBER SYSTEMS**

Uses of Whole Numbers  
 Counting  
 Indexing  
 Coding—Company  
 $+, -, \times, \div$

**(TASK STATEMENT) I-G HANDLE GRIEVANCES**

<b>TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON</b>	<b>PERFORMANCE KNOWLEDGE</b>	<b>SAFETY - HAZARD</b>
Company policy manual Union contract Grievance forms Communication devices Telephone Letters Memos	Review grievance statement Consult with company representatives Consult with Union representatives Attend hearing Implement results of hearing Compile final report	
		<b>ERRORS</b>  Improper dismissal Uninformed personnel Legal action resulting from improper handling

**DECISIONS**

- Determine who should handle complaint
- Determine proper method of handling
- Determine who else should be informed
- Determine what reference material is needed
- Determine what arbitrators are needed

**CUES**

- Existing company policy
- Existing union contract
- Previous decisions in similar situations

**TASK STATEMENT) I-G HANDLE GRIEVANCES****SCIENCE**

Apathy—workers resent supervision  
 Human relations  
 Communications network  
 Prejudice—basis of trouble may be a dislike of the creed, race of the individual  
 Punishment and Sanctions—Know how to handle decisions of hearings  
 Observation  
 Patience—Ability to accept all phases of grievance handling

**MATH – NUMBER SYSTEMS**

**Basic Measurement Skills and Concepts**  
**Measurement: Non-geometric**  
**Time/Calendar**  
**Uses of Numbers: (without calculation)**  
**Indexing**  
**Coding—[Company]**

**COMMUNICATIONS****PERFORMANCE MODES**

Listening  
 Viewing  
 Speaking  
 Reading  
 Writing

**EXAMPLES**

Listen to employee  
 Seeing infraction  
 Handle labor grievance  
 Contracts and company manuals  
 Reports and memos

**SKILLS/CONCEPTS**

Auditory, Discrimination, Discriminate facts, Recognize opinions,  
 Word definition  
 Visual analysis  
 Terminology, Clarity of expression, Conflict of semantics, Logic,  
 Poise  
 Comprehension, Informational reports, Recommendation, Pro-  
 gress, Proposals, Terminology, Instructions  
 Memo format, Reports (same as reading), Business letters,  
 Legibility

**(TASK STATEMENT) I-H INSURE SECURITY MEASURES**

<b>TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON</b>	<b>PERFORMANCE KNOWLEDGE</b>	<b>SAFETY - HAZARD</b>	<b>ERRORS</b>
<p>Fences Illumination Alarms Identification badges I.D. card Cameras Visitor sign-in, sign-out sheet Security men Door guard Plant guard Yard guard Undercover guard Electric doors and gates</p>	<p>Inspect for unauthorized personnel in dock area Periodic check of employee activities Inspect daily shortage reports Open communication with security personnel</p>	<p>Safety Walk only in designated areas Watch for towmotors Hazards Collisions with dockmen or towmotors Falling freight</p>	<p>Poor supervision of visitors Lack of attention to employee activities</p>

## **ASK STATEMENT) I-H INSURE SECURITY MEASURES**

<b>SCIENCE</b>	<b>MATH – NUMBER SYSTEMS</b>
<p>Behavioral Trouble shooting—try to prevent problems from recurring Observation—visual checks for possible problems Open communications with security personnel</p>	<p>Uses of Positive Rational Numbers  <math>+,-,\times,\div</math>  <b>Basic Skills and Concepts</b>  <b>Measurement: Non-geometric</b>  <b>Time/Calendar</b></p>
<b>COMMUNICATIONS</b>	<b>EXAMPLES</b>
	<p>Supervise dock area  Reports  Reports  Communication devices</p>
<b>PERFORMANCE MODES</b>	<b>SKILLS/CONCEPTS</b>
<p>Viewing  Reading  Writing  Listening</p>	<p>Visual analysis Memory Describing  Comprehension Informational reports Proposals Instructions  Classification Memo format Progress reports Terminology  Auditory discrimination Concentration</p>

## **TASK STATEMENT) I-I ENFORCE SAFETY PROCEDURES**

<b>TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON</b>	<b>PERFORMANCE KNOWLEDGE</b>	<b>SAFETY - HAZARD</b>
<p>Safety manual  Safety posters  Safety measures on equipment  overhead bars on towmotors  cut-off switch on dragline  cart pins  Fire extinguishers  First-aid kits  Water hoses  Exits (Fire and Emergency)  Quick-dry agents  Squeegies  Brooms and mops  Illumination</p>	<p>Schedule meetings on safety  Review safety procedures  Updating safety methods  Visual check for safety equipment  glasses  shoes  hard hats  gloves  protective clothing  Periodic check of fire extinguishers, first aid kits, exits etc.</p>	<p><b>ERRORS</b></p> <p>Improper filling of extinguishers  Improper use of first aid  Not following directions  Lack of proper equipment and supplies  Improperly trained employees</p>
		<p><b>CUES</b></p> <p>Safety regulations  Violations of safety procedures  New safety procedures  Misuse and abuse of equipment  High incident of accidents  Types of material handled (combustible)</p>
		<p><b>DECISIONS</b></p> <p>When to hold meeting  When to check  How to handle violations  Where to put posters  Where to place equipment  Who to train to use safety equipment  Where to store safety materials</p>

**ASK STATEMENT) I-I ENFORCE SAFETY PROCEDURES****SCIENCE**

Simple machines used to gain mechanical advantage  
Fluids under pressure  
Motion resulting from two or more forces acting on a point in a body  
**Behavioral**  
Safety needs—implement standards and procedures  
Communications network  
Observation  
Trouble shooting

**MATH – NUMBER SYSTEMS**

Uses of Positive Rational Numbers  
Basic Measurement Skills and Concepts  
Measurements: Non-geometric  
Time/calendar—Scheduling  
Temperature—Fahrenheit  
Liquid—Flammable; miscellaneou, pressure  
Reading and interpreting tables, charts, and graphs  
Floor plans

**COMMUNICATIONS****PERFORMANCE MODES**

Speaking  
Reading  
Viewing  
Listening

**EXAMPLES**

In-service meeting  
Manuals, reports  
Visual safety check  
Dock noises

**SKILLS/CONCEPTS**

Terminology  
Clarity of expression  
Logic  
Comprehension  
Recommendation  
Progress report  
Proposals  
Instructions  
Visual analysis  
Memory  
Describing  
Auditory discrimination

**[TASK STATEMENT] I-J INSURE PROPER USE OF EQUIPMENT**

<b>TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON</b>	<b>PERFORMANCE KNOWLEDGE</b>	<b>SAFETY – HAZARD</b>	<b>28</b>
Operators manuals Instruction sheets Specification sheets Storage areas for equipment	Visual inspection of equipment air in tires coolant levels fuel levels gauges properly working Working inspection of operators for proper operation Report of equipment needing repair	Safety Walk only in designated areas Watch for passing towmotors Hazards Collisions with dockmen or towmotors Falling freight	
		<b>CUES</b>	<b>ERRORS</b>
		<b>DECISIONS</b>	Scrap equipment Increased operating costs Down-time

## **ASK STATEMENT) I-J INSURE PROPER USE OF EQUIPMENT**

<p><b>SCIENCE</b></p> <ul style="list-style-type: none"> <li>Simple machines used to gain mechanical advantage</li> <li>Fluids under pressure</li> <li>Behavioral</li> <li>Safety needs</li> <li>Pride - care for the equipment</li> <li>Trouble shooting</li> <li>Tact in reprimanding</li> <li>Observation</li> </ul>	<p><b>MATH – NUMBER SYSTEMS</b></p> <ul style="list-style-type: none"> <li>Uses of Positive Rational Numbers</li> <li>Basic Measurement Skills and Concepts</li> <li>Instruments</li> <li>Fuel</li> <li>Temperature</li> <li>Oil</li> </ul>
<p><b>COMMUNICATIONS</b></p>	<p><b>EXAMPLES</b></p> <ul style="list-style-type: none"> <li>Visual check of dock area and equipment</li> <li>Operator's manual</li> <li>Repair reports</li> <li>Dock noises</li> </ul>
<p><b>PERFORMANCE MODES</b></p> <ul style="list-style-type: none"> <li>Viewing</li> <li>Reading</li> <li>Writing</li> <li>Listening</li> </ul>	<p><b>SKILLS/CONCEPTS</b></p> <ul style="list-style-type: none"> <li>Visual analysis</li> <li>Memory</li> <li>Describing</li> <li>Recognition of symbols, codes, emblems</li> <li>Comprehension</li> <li>Recommendation report</li> <li>Proposals</li> <li>Instructions</li> <li>Memo format</li> <li>Description</li> <li>Terminology</li> <li>Number recognition</li> <li>Auditory discrimination</li> </ul>

**(TASK STATEMENT) I-K SUPPORT MANAGEMENT POLICY**

30		<b>TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON</b>	<b>PERFORMANCE KNOWLEDGE</b>	<b>SAFETY - HAZARD</b>
Policy handbook Communication device letters telephone memos bulletin board	Schedule periodic in-service meetings Interpreting company policy Distribute changes in policy			
		<b>DECISIONS</b>	<b>CUES</b>	<b>ERRORS</b>
		What to do when policy is questioned What to do when management policy is violated	Discontent personnel Frequent violations Misunderstandings between management and labor Strikes	Wrong decisions Lack of communication Lack of production

## **ASK STATEMENT) I-K SUPPORT MANAGEMENT POLICY**

<b>SCIENCE</b>	<b>MATH – NUMBER SYSTEMS</b>	<b>COMMUNICATIONS</b>	
<p>Behavioral</p> <p>Human relations Team—try to get labor and management working together Preventative procedures—try to keep a problem from manifesting itself Communications network</p>	<p>Uses of Whole Numbers</p>	<p>In-service meetings Policy handbook Meetings</p>	<p>Terminology Clarity of expression Implying Persuasion Comprehension Informational reports Proposals Instructions Auditory discrimination Detection of propaganda devices Discriminate facts Recognize opinion Concentration</p>
<b>PERFORMANCE MODES</b>	<b>EXAMPLES</b>	<b>SKILLS/CONCEPTS</b>	
<p>Speaking</p> <p>Reading</p> <p>Listening</p>			<p>21</p>

**TASK STATEMENT** I-L APPROVE LOADING OF TRAILERS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD	ERRORS
<p>Loading manifest Trailers Freight bills</p> <p>Approve trailer for loading Observe loader during loading Make periodic checks of loading Inspect weight and cube of trailer Inspect loading procedures for safety Give final approval Apply seal Record seal number on loading manifest Report to dispatcher Forward freight bills and loading manifest to dispatcher</p>	<p>Safety Walk only in designated areas Watch for passing towmotors Watch for drag line Keep out of loader's way</p> <p>Hazards Collision with dockmen, towmotor, drag line or loader Falling freight</p> <p>Damaged freight Claim payment Driving accidents from improper loading Cargo destruction due to improper labeling Overload</p>	<p><b>CUES</b></p> <p>Material to be loaded Available space on trailer How material is placed in trailer</p> <p><b>DECISIONS</b></p> <p>What to load What type of trailer is needed When must trailer depart What placards are needed Who is going to load How must trailer be loaded</p>	

## ASK STATEMENT) I-LAPPROVE LOADING OF TRAILERS

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS	SKILLS/CONCEPTS
<p>Weight distribution Fluids under pressure Motion resulting from two or more forces acting on a point in a body</p> <p>Behavioral Human relations Pride Motivation Trouble shooting—looking for problems such as improper loading of materials Observation Communications network</p>	<p>Using Positive Rational Numbers Counting Coding—Company <math>+, -, \times, \div</math> Basic Arithmetic Skills and Concepts Guess and check method Basic Measurement Skills and Concepts Measurement: Non-geometric Time/calendar Weight Reading and interpreting tables, charts, and graphs Scale drawings/floor plans/blueprints Basic Geometry Skills and Concepts Knowledge of geometric relationships Symmetry—Drawing floor plan</p>	<p>COMMUNICATIONS</p>	<p>Visual analysis Memory Describing Detail and inference Recognition of codes, symbols and emblems</p> <p>Description Terminology Number recognition</p>

**(TASK STATEMENT)**

**I-M SUPPORT GOVERNING BODY REGULATIONS**

<b>TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON</b>	<b>PERFORMANCE KNOWLEDGE</b>	<b>SAFETY - HAZARD</b>
I.C.C. regulations manual State regulations manual—P.U.C.O Local regulations manual Scale	Inspect trailer for length weight proper markings licenses proper lighting height Inspect that proper tractor is being used	.24
		<b>ERRORS</b>  Fines for over loading Cargo impounded

**DECISIONS**

What to do if standards are not met  
What markings does load require  
Is load under maximum allowable requirements

**CUES**

Standards violated  
Load does not scale out

## **ASK STATEMENT**)

<p><b>SCIENCE</b></p> <p>Behavioral Observation Communications network</p>	<p><b>MATH – NUMBER SYSTEMS</b></p> <p>Uses of Numbers—Rational Indexing Coding—I.C.C. company <math>+</math>, <math>-</math>, <math>\times</math>, <math>\div</math> Basic Measurement Skills and Concepts Measurement: Non-geometric Time/calendar Temperature Weight Speed—M.P.H. Reading and interpreting tables, charts, and graphs Logs Scale drawings/floor plans/blueprints Maps—Routing</p>	<p><b>COMMUNICATIONS</b></p> <p><b>EXAMPLES</b></p> <p>Governing regulations</p> <p>Visual check of equipment</p>	<p><b>PERFORMANCE MODES</b></p> <p>Reading Viewing</p>
			<p><b>SKILLS/CONCEPTS</b></p> <p>Comprehension Detail and inference Recommendation Proposals Terminology Definition Instructions</p> <p>Visual analysis Describing Recognition of symbols, codes, emblems</p>

(TASK STATEMENT) I-N PREPARE DAILY REPORT

<u>TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON</u>	<u>PERFORMANCE KNOWLEDGE</u>	<u>SAFETY - HAZARD</u>	<u>ERRORS</u>
Report form Time cards Loading manifest Roster sheets	Determine total man hours Determine total tonnage handled Complete daily ratio—number per man hour List number of trailers loaded and unloaded	.6	Low production High: operating costs

**ASK STATEMENT) I-N PREPARE DAILY REPORT**

<b>SCIENCE</b>	<b>MATH — NUMBER SYSTEMS</b>
Behavioral Communications network	<p>Uses of Positive Rational Numbers  <math>+ \cdot - \times \div</math>          Coding—Company          Ratio          Basic Algebra Skills and Concepts          Substitute given values in order to find the value of the required unknown—Man hours, tonnage          Number of men          Solve problems involving numerical algebraic expressions          Basic Measurement Skills and Concepts          Measurement: Non-geometric          Weight</p>
	<b>COMMUNICATIONS</b>
	<p><b>SKILLS/CONCEPTS</b></p> <p>Comprehension          Informational reports          Number recognition          Description          Classification          Informational reports</p>
	<p><b>EXAMPLES</b></p> <p>Supervision reports          Prepare daily report</p>
<b>PERFORMANCE MODES</b>	<p>Reading          Writing</p>

**TASK STATEMENT) II-A ASSIGN DUTIES TO PERSONNEL**

<b>TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON</b>	<b>PERFORMANCE KNOWLEDGE</b>	<b>SAFETY – HAZARD</b>
Roster sheet Duty sheet Dock layout sheet Freight bills Manifest sheets Chalk Wiping cloth Pencil and pens	Assign personnel unloaders loaders towmotor drivers line pullers Assign doors to trailers Assign areas to towmotor drivers and line pullers	Safety Observe standard safety precautionary measures Hazards Collisions, slipping Falling freight
		<b>ERRORS</b>  Improper personnel Inadequate Low production
	<b>CUES</b>  Trailers to be loaded and unloaded Available personnel	<b>DECISIONS</b>  Who to assign the duties Priorities in loading and unloading

## TASK STATEMENT II-A ASSIGN DUTIES TO PERSONNEL

<b>TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON</b>	<b>PERFORMANCE KNOWLEDGE</b> <ul style="list-style-type: none"> <li>Assign personnel</li> <li>unloaders</li> <li>loaders</li> <li>towmotor drivers</li> <li>line pullers</li> <li>Assign doors to trailers</li> <li>Give freight bill and trailer location to unloaders</li> <li>Assign areas to towmotor drivers and line pullers</li> </ul>	<b>SAFETY – HAZARD</b> <ul style="list-style-type: none"> <li>Safety</li> <li>Observe standard safety precautionary measures</li> <li>Hazards</li> <li>Collisions, slipping</li> <li>Falling freight</li> </ul>
		<b>ERRORS</b> <ul style="list-style-type: none"> <li>Improper personnel</li> <li>Inadequate</li> <li>Low production</li> </ul>
	<b>CUES</b> <ul style="list-style-type: none"> <li>Trailers to be loaded and unloaded</li> <li>Available personnel</li> </ul>	<b>DECISIONS</b> <ul style="list-style-type: none"> <li>Who to assign the duties</li> <li>Priorities in loading and unloading</li> </ul>

**(TASK STATEMENT) II-A ASSIGN DUTIES TO PERSONNEL**

<b>SCIENCE</b>	<b>MATH – NUMBER SYSTEMS</b>	<b>COMMUNICATIONS</b>	
<p>Behavioral Human relations Motivation Aptitude Tact Distribute personnel for best work performance</p>	<p>Uses of whole Numbers Coding—Company</p>	<p><u>EXAMPLES</u></p> <p>Making assignments Complete duty sheet</p>	<p><u>SKILLS/CONCEPTS</u></p> <p>Terminology Clarity Usage Classification Number recognition Legibility</p>
			40

**• TASK STATEMENT) II-B EVALUATE WORK PERFORMANCE**

<b>TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON</b>	<b>PERFORMANCE KNOWLEDGE</b>	<b>SAFETY + HAZARD</b>	<b>41</b>
Shift report Roster sheet Duty sheet Time cards Tonnage reports Daily report	Observe on-the-job performance Evaluate and correct during work schedule Summarize performance at end of shift	Safety Observe standard safety precautionary measures  Hazards Collisions on dock area Falling freight	
		<b>CUES</b>	<b>ERRORS</b>
		DECISIONS Placement of personnel in proper areas Are personnel changes necessary Are daily goals being met	Wrong assignment Payment of claims

**ASK STATEMENT) II-B EVALUATE WORK PERFORMANCE**

<b>SCIENCE</b>	<b>MATH – NUMBER SYSTEMS</b>
Behavioral Aptitude Human relations Competency—seeing that labor force is capable of doing the assigned job properly Observation Punishment and sanctions—what to do if work performance is not up to standards Safety needs Communications Tact	Uses of positive Numbers $+$ , $-$ , $\times$ , $\div$ Counting Indexing Coding—Company <b>Basic Measurement Skills and Concepts</b> Measure sense/role of unit Measurement: Geometric Linear Area Volume Measurement: Non-geometric Time/calendar Weight
	<b>COMMUNICATIONS</b>
	<b>PERFORMANCE MODES</b> Viewing Writing
	<b>EXAMPLES</b> Observe personnel Complete shift report
	<b>SKILLS/CONCEPTS</b> Visual analysis Memory Describing Classification Description Informational reports Number recognition Legibility

42

42

**TASK STATEMENT****II-C PREPARE SHIFT REPORTS**

<b>TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON</b>	<b>PERFORMANCE KNOWLEDGE</b>	<b>SAFETY – HAZARD</b>
Shift report Time cards Tonnage reports Daily reports Adding machine	Summarize daily report man hours tonnage work performed Enter figures on shift report Figure totals	Safety Observe standard safety measures  Hazards Collisions in dock area Falling freight
		<b>ERRORS</b>  Mathematical mistakes Wrong entries
		<b>CUES</b>  Amount of production Daily goals Man hour—tonnage ratios
		<b>DECISIONS</b>  Where to enter figures Recommendations

**ASK STATEMENT) II-C PREPARE SHIFT REPORTS**

<b>SCIENCE</b>	<b>MATH – NUMBER SYSTEMS</b>
Behavioral Communications	<p>Uses of Positive Rational Numbers  <math>+,-, \times, \div</math>          Coding—Company          Ratio          Basic Algebra Skills and Concepts          Solve problems involving literal algebraic expressions          Substitute given values in order to find the value of the required unknown  <math>(\text{man hours-tonnage})</math>  <math>(\text{no. of men})</math>          Basic measurement Skills and Concepts          Measurement: Non-geometric          Weight</p>
	<b>COMMUNICATIONS</b>
<b>PERFORMANCE MODES</b>	<b>EXAMPLES</b>
Writing	Shift report

**SKILLS/CONCEPTS**

Classification  
 Description  
 Informational reports  
 Number recognition  
 Legibility

### **DUTY III. UNLOADING INBOUND MATERIALS**

- A. Obtain freight bills**
- B. Prepare trailer for unloading**
- C. Select and remove individual shipments**
- D. Close out trailer**

45

39

45

**III-A OBTAIN FREIGHT BILLS**

46

<b>TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON</b>	<b>PERFORMANCE KNOWLEDGE</b>	<b>SAFETY - HAZARD</b>	<b>DECISIONS</b>	<b>CUES</b>	<b>ERRORS</b>
<p>Freight bills Dock layout sheet Bill storage area</p>	<p>Obtain bills from router Mark location of trailer on unloading manifest Store bills awaiting unloading</p>	<p>Safety Standard safety measures</p> <p>Hazards Collisions Falling freight</p>	<p>Who to give bills to Where to store bills</p>	<p>Number of inbound trailers Calls from router</p>	<p>Misplacement of bills Mark wrong location</p>

	<b>SCIENCE</b>	<b>MATH – NUMBER SYSTEMS</b>	47
<b>Behavioral</b>		<ul style="list-style-type: none"><li>Uses of Positive Rational Numbers <math>+</math>, <math>-</math>, <math>\times</math>, <math>\div</math></li><li>Counting</li><li>Indexing</li><li>Coding—company</li><li>Basic Measurement Skills and Concepts</li><li>Measurement: Non-geometric</li><li>Time/calendar</li><li>Reading and interpreting tables, charts, and graphs</li><li>Maps—Dock layout</li></ul>	
<b>Communications</b>		<b>COMMUNICATIONS</b>	
		<b>PERFORMANCE MODES</b>	<b>EXAMPLES</b>
		Writing	Fill out dock layout sheet
			<b>SKILLS/CONCEPTS</b>
			<ul style="list-style-type: none"><li>Classification</li><li>Number recognition</li><li>Legibility</li></ul>

**TASK STATEMENT** III-B PREPARE TRAILER FOR UNLOADING

<b>TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON</b>	<b>PERFORMANCE KNOWLEDGE</b>	<b>SAFETY — HAZARD</b>
Trailer Manifest Freight bills Seal remover Dock plate	Inspect trailer number with manifest Verify seal number of trailer Record seal number on manifest Break seal Open trailer door Place dock plate in place	Safety Care in breaking seal Care in opening door Secure level footing on dock  Hazards  Lacerations Back injury—opening door Bodily injury Tripping, slipping, straining
		<b>ERRORS</b>
	<b>CUES</b>	Wrong trailer Mistiecond seal number Damage trailer door Damage freight

### **III-B PREPARE TRAILER FOR UNLOADING**

<p><b>SCIENCE</b></p> <p>Simple machines used to gain mechanical advantage Fluids under pressure</p> <p>Behavioral Observation Communications</p>	<p><b>MATH – NUMBER SYSTEMS</b></p> <p>Uses of Positive Rational Numbers  <math>+ \quad - \quad \times \quad \div</math>          Uses of variables          Write as a formula or equation a relationship given in words          Substitute given values in order to find the value of the required unknown—Company          Basic Arithmetic Skills and Concepts          Guess and check method          Basic Measurement Skills and Concepts          Measurement: Non-geometric          Time/calendar</p>	<p><b>COMMUNICATIONS</b></p> <p><b>EXAMPLES</b></p> <p>Observe seal number          Record seal number          Break seal number</p>	<p><b>SKILLS/CONCEPTS</b></p> <p>Visual analysis          Recognition of symbols, codes, emblems          Legibility          Number Recognition          Shape          Lifting</p>
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### III-C SELECT AND REMOVE INDIVIDUAL SHIPMENT

<u>TASK STATEMENT</u>	<u>SAFETY - HAZARD</u>		
<u>TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON</u>	<u>PERFORMANCE KNOWLEDGE</u>	<u>CUES</u>	<u>DECISIONS</u>
Freight bills Carts Two-wheelers Dollies Towmotors Crane Trouble lights Expedite forms Trailer	Select material for removal Match freight bill with proper material Inspect routing Select method of removal towmotor hand cart crane two-wheeler drum cart Forward material to loading door Expedite material without bills	Safety Select proper equipment in handling material Good lighting Cover holes and remove nails Seek assistance in handling when necessary Proper safety clothing & shoes, etc. Hazards Personal injury back lacerations Tripping Falling off dock Breaking glasses	<u>ERRORS</u> Wrong handling causing damages Sending material to wrong loading area
			What to unload How to unload material Where to send Where to store

### ASK STATEMENT      III-C SELECT AND REMOVE INDIVIDUAL SHIPMENTS

#### SCIENCE

Simple machines used to gain mechanical advantage  
Fluids under pressure

##### Behavioral

Pride in work  
Perseverance  
Safety needs  
Motivation  
Observation  
Competency

#### MATH — NUMBER SYSTEMS

Uses Positive Rational Numbers  
 $+, -, \times, \div$   
 Counting  
 Indexing  
 Coding—Company  
**Basic Arithmetic Skills and Concepts**  
 Guess and check method  
**Basic Measurement Skills and Concepts**  
 Measurement: Geometric  
 Linear  
 Area  
 Volume  
 Measurement: Non-geometric  
 Time/calendar  
 Weight  
 Liquid  
 Reading and interpreting tables, charts, and graphs  
 Scale drawings/floor plans/blueprints

#### COMMUNICATIONS

##### PERFORMANCE MODES

Viewing  
  
Reading  
  
Touching  
  
Writing

##### EXAMPLES

Select material  
  
Read route bill  
  
Removing freight  
  
Mark freight bill

##### SKILLS/CONCEPTS

Visual analysis  
Memory  
Color discrimination  
Recognition of symbols, codes, emblems  
  
Number recognition  
Comprehension  
Instructions  
  
Lifting  
  
Legibility  
Number recognition

**TASK STATEMENT****III-D CLOSING OUT TRAILER**

<b>TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON</b>	<b>PERFORMANCE KNOWLEDGE</b>	<b>SAFETY - HAZARD</b>
Broom Nail puller Manifest Trash container Trailer Trouble lights	Sweep out trailer Remove any nails and blocks from trailer floor Place debris in trash container Close trailer door Sign manifest Report for reassignment	<b>Safety</b> Proper safety clothing Sweep trailer carefully Care in use of tools Care in closing door  <b>Hazards</b> Personal injury feet hands back Getting dirt in eyes Respiratory problems
		<b>ERRORS</b> Not sweeping trailer Not removing nails and blocks from trailer floor Not closing trailer door

  

<b>DECISIONS</b>	<b>CUES</b>
Tools to use Where to sign manifest How to close trailer door Where to report for reassignment	Empty trailer Nails in floor Type of trailer door Location of assignment area

**ASK STATEMENT****III-D CLOSING OUT TRAILER****SCIENCE**

Behavioral  
Safety needs  
Observation  
Communications

**MATH – NUMBER SYSTEMS**

Uses of Whole Num :  
Counting  
Coding—company

**COMMUNICATIONS****PERFORMANCE MODES**

Touching  
Writing

**EXAMPLES**

Sweeping trailer  
Sign manifest

**SKILLS/CONCEPTS**

Texture  
Lowering  
Legibility  
Classification

## **DUTY IV. STORING MATERIAL**

- A. Transport material to proper storage area**
- B. Pull the drag line**

79

54

54

(TASK STATEMENT) IV-A TRANSPORT MATERIAL TO PROPER STORAGE AREA

<u>TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON</u>	<u>PERFORMANCE KNOWLEDGE</u>	<u>SAFETY – HAZARD</u>	<u>ERRORS</u>
<p>Floor space            Carts            Towmotors            Two-wheelers            Drum carts            Channel dolly            Chain</p> <p>Select storage area            Select transporting method            Place freight in storage area            Mark location on freight bill            Give freight bill to loader            Return to original work area</p>	<p>Safety            Proper safety clothing            Proper use of equipment            Clean storage areas            Attend drag line</p> <p>Hazards            Personal injury            Collisions with drag line, towmotors and dock workers            Getting caught in drag line</p>	<p>Store in wrong area            Damage to freight            Incorrect marking on bill</p>	<p><u>DECISIONS</u></p> <p>Selecting storage area            What transporting method should be used            How to store freight            Where to mark bill            Who to give bill to</p> <p><u>CUES</u></p> <p>Type of material            Storage area available</p>

**IV-A TRANSPORT MATERIAL TO PROPER STORAGE AREA**

**SCIENCE**

Simple machines used to gain mechanical advantage  
 Behavioral  
 Safety needs  
 Observation  
 Pride in use of equipment  
 Communications network

**MATH – NUMBER SYSTEMS**

Uses of Whole Numbers  
 Counting  
 Coding—company

**COMMUNICATIONS**

**PERFORMANCE MODES**

Viewing  
 Touching  
 Writing

**EXAMPLES**

Select storage area  
 Place freight in storage area  
 Mark freight bill

**SKILLS/CONCEPTS**

Visual analysis  
 Memory  
 Describing  
 Recognition of symbols, codes, emblems  
 Lifting  
 Lowering  
 Legibility  
 Number recognition  
 Classification

**(TASK STATEMENT) IV-B PULLING DRAGLINE**

<b>TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON</b>	<b>PERFORMANCE KNOWLEDGE</b>	<b>SAFETY – HAZARD</b>	<b>ERRORS</b>
<p>Drag line Carts Storage area</p> <p>Pull appropriate cart from drag line Place dock cart in proper storage area Combine small orders on one cart Load small orders on proper trailers Give loaded bills to loader Maintain storage area</p>	<p>Safety Care in pulling carts from dragline Observe movement of towmotors and dockmen Clothing and equipment Hazards Bodily injury</p>	<p>Misplacing freight Misloading freight Lost bills Damaged freight Damaged carts</p>	<p><b>DECISIONS</b></p> <p>What cart to pull from line Where to place cart How to combine small orders Which trailer to load small orders Which loader to give bills</p> <p><b>CUES</b></p> <p>Cart identification Small orders Amount of work</p>

**TASK STATEMENT) IV-B PULLING DRAGLINE**

<b>SCIENCE</b>	<b>MATH — NUMBER SYSTEMS</b>	<b>COMMUNICATIONS</b>
<p>Simple machines used to gain mechanical advantage Behavioral Safety needs Pride in work Observation Communication</p> <p>Uses of whole numbers <math>+</math>, <math>\times</math> Coding—Companys Ratio</p>		<p><u>EXAMPLES</u></p> <p>Pulling line Selecting the storage area</p> <p><u>PERFORMANCE MODES</u></p> <p>Touching Viewing</p> <p><u>SKILLS/CONCEPTS</u></p> <p>Lifting Pushing Visual analysis Memory Recognition of symbols, codes, emblems</p>

## **DUTY V. LOADING FOR RESHIPMENT AND/OR DELIVERY**

- A. Prepare trailer for loading
- B. Load individual shipments
- C. Close out trailer

55  
56

## (TASK STATEMENT) V-A PREPARE TRAILER FOR LOADING

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
Trailer Manifest	Open trailer door Prepare loading manifest	Safety Cars when opening trailer door Standard precautions in dock area  Hazards Bodily injury Falling freight
		<b>DECISIONS</b> Decide what to write on loading manifest Select method for opening trailer door Select proper trailer according to material
		<b>CUES</b> Material to be loaded Trailer in proper location
		<b>ERRORS</b> Wrong trailer Wrong information manifest Wrong location of trailer

<b>SCIENCE</b>	<b>MATH — NUMBER SYSTEMS</b>
Behavioral Observation Communication	Uses of Positive Numbers $+$ , $-$ , $\times$ , $\div$ Coding—company <b>Basic Arithmetic Skills and Concepts</b> Guess and check method <b>Basic Measurement Skills and Concepts</b> Measurement: Geometric Linear Area Volume Measurement: Non-geometric Time/calendar Weight Reading and interpreting tables, charts and graphs Scale drawings/floor plans/blueprints
	<b>COMMUNICATIONS</b>
<b>PERFORMANCE MODES</b> Touching Writing	<b>EXAMPLES</b> Open door Prepare manifest
	<b>SKILLS/CONCEPTS</b> Lifting Legibility Number recognition Classification Description

**(TASK STATEMENT)**

**V-B LOAD INDIVIDUAL SHIPMENTS**

<b>TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON</b>	<b>PERFORMANCE KNOWLEDGE</b>	<b>SAFETY – HAZARD</b>	<b>ERRORS</b>
<p>Trailer loading manifest towmotor two-wheeler crane drum carts dolies Hand tools hammer nails blocks chains</p>	<p>Select material to be loaded Determine proper method of loading Determine placement of material in trailer Place material in trailer</p>	<p>Safety Standard safety clothing and equipment Handle freight properly Use equipment properly Follow proper loading procedures</p> <p>Hazards Bodily injury Tripping, falling Fall off dock area</p>	<p>Misload to wrong trailer Overload trailer Imbalanced load Damaged freight Mixing freight improperly (i.e. poisons with food products) Adding manifest incorrectly</p>

**SCIENCE**

Fluids under pressure  
 Motion resulting from two or more forces acting on a point in a body  
 Effect of heating and cooling on state of matter  
 Simple machines used to gain mechanical advantage  
 Behavioral  
 Attitude  
 Motivation  
 Observation  
 Safety needs  
 Trouble shooting  
 Pride in work

**MATH – NUMBER SYSTEMS**

Uses of Positive Rational Numbers  
 $+, -, \times, \div$   
 Counting  
 Coordinate system  
 Ordering  
 Indexing  
 Coding—company  
 Basic Arithmetic Skills and Concepts  
 Guess and check method  
 Basic Measurement Skills and Concepts  
 Measurement: Geometric  
 Linear  
 Area  
 Volume  
 Measurement: Non-geometric  
 Time/calendar  
 Weight  
 Reading and interpreting tables, charts and graphs  
 Scale drawings/floor plans/blueprints

**COMMUNICATIONS****PERFORMANCE MODES**

Viewing  
 Writing  
 Touching

**EXAMPLES**

Select material to be loaded  
 Fill out manifest  
 Placing freight in trailer

**SKILLS/CONCEPTS**

Visual analysis  
 Memory  
 Recognition of symbols, codes, emblems  
 Classification  
 Number recognition  
 Legibility  
 Lifting  
 Lowering

**(TASK STATEMENT) V-C CLOSE OUT LOADED TRAILER**

<b>TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON</b>	<b>PERFORMANCE KNOWLEDGE</b>	<b>SAFETY - HAZARD</b>	<b>DECISIONS</b>	<b>CUES</b>	<b>ERRORS</b>
Trailer Seal Completed manifest Freight bills Placards	Secure approval of trailer load from supervisor Complete information on manifest and record number Send freight bill and manifest to dispatcher Close trailer door Attach seal to trailer door Inform dispatcher that trailer is ready for road	Safety Use caution when closing door Care in attaching seal Hazards Bodily injury	What to write on manifest When to close trailer door What to send to dispatcher Which seal to use Which placards to attach	Trailer cube Trailer weight Time schedule	Record wrong seal number Incorrectly attach seal Forget placards Put wrong freight bill with manifest

## ASK STATEMENT) V-C CLOSE OUT LOADED TRAILER

<b>SCIENCE</b>	<b>MATH – NUMBER SYSTEMS</b>	<b>COMMUNICATIONS</b>
<p>Motion resulting from two or more forces acting on a point in a body Weight distribution</p> <p>Behavioral Observations Communications network Safety needs</p>	<p>Uses of Positive Rational Numbers  <math>+</math>, <math>-</math>, <math>\times</math>, <math>\div</math> Counting Ordering Coding—Company Basic Measurement Skills and Concepts            Linear            Area            Volume            Measurement: Non-geometric            Time/calendar            Weight            Reading and interpreting tables, charts, and graphs            Scale drawings/floor plans/blueprints</p>	<p><u>EXAMPLES</u></p> <p>Supervisor approval            Complete manifest information    <b>PERFORMANCE MODES</b>            Viewing            Writing            Speaking</p> <p><u>SKILLS/CONCEPTS</u></p> <p>Visual analysis            Recognition of codes, symbols, emblems            Classification            Description            Number recognition            Legibility            Terminology            Clarity of expression</p>

## GLOSSARY

- Bay—Area used for open storage of heavy items
- Bill of Lading—Contract between shipper and carrier showing consignee, number of pieces and weight of shipment
- Bill Router (Job)—Person who places final destination on freight bill
- Bracing—Securing material to prevent shifting and damage
- Carrier—A company in the business of transporting persons or property
- City Delivery (Pick up and delivery)—Materials to be delivered locally
- Claims Department—Department which handles requests by shipper for payment of compensation for lost or damaged goods
- Common Carrier—Carrier whose business is open to the public i.e. P.I.E., consolidated, roadway
- Communication Devices—Items used to facilitate messages such as phones, P.A. systems, etc.
- Concealed Damage—Damage not evident when shipment arrives
- Connecting Line—Same as interline
- Consignee—To whom materials are being shipped
- Consignor—Shipper of material
- Consolidation—Picking up, transporting and delivering freight of almost any kind and size within the area the freight company serves
- Contract Carrier—Carrier hired on a long-term basis by a company to supply its outlets
- Coordination—Successful control and direction of all operations
- Destination Terminal—Terminal in the consignee's city
- Dispatcher—Supervises movement and placement of trailers
- Dock—Area where material handling takes place
- Dock Equipment—Devices used to handle materials during the loading, unloading, and storing functions such as towmotors, conveyors, dollies, drum carts, handcarts
- Dock Layout—Map showing location of loading doors, unloading doors, storage area, and shape of material handling area
- Dock office—Area which houses all dock operation activities
- Double Header—Tractor-trailer rig which has two or more trailers in tandem
- Drag Line—Moving line on which carts are placed to send them to other area of the dock
- Exceptions—Any errors in shipment which should be noted on the freight bill
- Exempt-Carrier—Private carrier exempt from I.C.C. regulations (not engaged in intrastate activities)
- Expedite—Doing everything possible to speed delivery of shipments to final destination
- Free astray—Shipments and partial shipments expedited at no charge
- Freight Bill—Bill listing consignor, consignee, number of pieces, rate, weight, and total charges of shipping
- Flat Bed—Semi-trailer with no sides

Full Trailer—Trailer with wheels on both ends  
Grievance—Complaint filed by the labor force against management  
Hostler—Yard driver who moves trailers to or from dock area  
Hot note—Note attached to freight bill to facilitate speedy handling  
I.C.C.—(Interstate Commerce Commission)—Federal body governing all carriers engaged in interstate commerce  
Inbound—Materials coming into a terminal  
In-service meeting—Training sessions for the benefit of the work force  
Intercity Carrier—Deliverer engaged in delivering only between cities  
Interline—Freight that is handled by two or more freight companies  
In-transit—Goods that are being transported  
Loader—(Job)—Person who supervises the placement of shipments on a trailer  
L.T.L.—Less than truck load  
Manifest—Log on which the number of pieces and the weight of individual shipments are listed  
Open Top Trailer—Trailer without a top for hard-to-handle merchandise. Also referred to as "Ragtop"  
Origin Terminal—Terminal in the shipper's city  
O.S. & D.—Overages, shortages and damages—department whose duty is to investigate exceptions  
O.T.R.—Over The Road—Trailers which are sent to other terminals  
Outbound—Materials to be sent to other terminals  
Pallet—Form on which material is placed to facilitate handling with tractor  
Perishables—Materials that require special handling because they may decay or spoil quickly  
Piggy back—Trailers transported by means other than tractors, O.T.R., such as placing on flatbed railroad cars  
Placard—Signs placed on outside of trailer  
Private Carrier—Carries company or private merchandise  
Pro number—Number on freight bill which is numbered progressively for filing purposes  
P.U.C.O.—Public Utilities Commission of Ohio—Governs intrastate activities  
Rating and Billing—Method of giving customer information on freight carriers  
Roster Sheet—List of workers on a shift  
Route Book—Book containing destination terminals for outbound shipments  
Seal—Metal strip that interlocks and is placed on trailer door when loading is completed  
The seal has a number which is recorded on loading manifest  
Semi-Trailer—Trailer with wheels on only one end  
Shift Report—Summary of all activities that take place on a shift  
Skid—Another term for pallet  
Tank Trailer—Primarily used for transporting liquids  
Tariff Book—Comprehensive listing of freight rates and services  
Terminal—Structure from and between which truck and unit carry freight  
Tonnage Report—Summary of total weight handled during shift and ratio per man hour  
Tracer (Job)—Looks for lost shipments or goods in transit

**Tractor**—Motorized vehicle used to transport trailers

**Traffic Department**—Department which determines rates, negotiates agreements with other carriers for interlining freight

**Trailer**—Unit on which shipments are loaded

**Unconcealed damage**—Evident damage upon receipt of goods

**Unloader (Job)**—Also called stripper, checker—Position responsible for removing shipments from trailers

**Yard Jockey**—Another term for hostler

68

65